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| **JOB DESCRIPTION** | | | |
| **1. Name**: | | **2. Location: MHB** | |
| **3. Department : F&B Service Department** | | | |
| **4. Section: F&B Service Department** | | | |
| **5. Position Title: F&B Supervisor** | | | |
| **6. Grade/Salary Group: S3-L2** | | | |
| **7. Reference - Date:** | | | |
| **8. Approved By:** | **F&B Manager** | | |
| 9. Scope of Work:  Analyze all guest requirements and prepare plans resolve customer care related issues and satisfy guests. Monitor and ensure optimal cleanliness, sanitation for all growth oriented organizational projects | | | |
| **10. Major Duties & Responsibilities:**   * **Maintain knowledge and ensure compliance with departmental policies and standard service procedures.** * **Oversee all front and back of the house restaurant operations** * **Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally** * **Maintain quality control for all food served** * **Analyze staff evaluations and feedback to improve the customer’s experience** * **Project future needs for goods, kitchen supplies, and cleaning products; order accordingly** * **Train new employees and provide ongoing training for all staff** * **Supervise efficient upkeep of tools through proper usage of equipment and devices.** * **Monitor and ensure optimal cleanliness, sanitation for all growth oriented organizational projects.** * **Perform regular investigation on design and provide all materials and devices to ensure enhancement of better services.** * **Assist all room service staff members to work properly and provide maximum facilities to guests to outlet.** * **Monitor all phone calls to room service department to ensure timely resolution for same.** * **Inspect food and beverage product preparation programs and maintain goodwill of company.** * **Monitor and ensure completion of orders, administer all maintenance projects plus communicate with engineering staff for all repairs.** | | | |
| **11. Supervision & Guidance Received: F&B Exicutive or manager.** | | | |
| **12. Qualifications & Experience Required: Degree or Diploma in F&B hotel Management.**  **As we are in catering business so we need experienced persons from Catering industry.** | | | |
| **13. Other Significant Factors:**  Under the general guidance of the Outlet Manager and in accordance to the Corporate Policies and Procedures | | | |
| **14. Accepted By:**  Name:  Position : | | | **15. Confirmed By:**  Name:  Position: |